Project Reconnect: Chromebooks for refugees provide language learning, vocational training and an access ramp to the labor market
Project Reconnect Team

• NetHope - Project Reconnect Team in Germany
• NetHope Team worldwide
• Google Team & Google Volunteers in Germany and worldwide
• Google.org
• RTI International for Monitoring and Evaluation
  • Carmen Striegel and her team
March 2015
Project Reconnect April 2017

• 43 Project Reconnect Grants
• 24,000 Chromebooks distributed
• More than 900 locations
Project Reconnect
Status April 2017

• Deployed in all 16 German federal states; generally proportional to the distribution of refugees in Germany
Adjusting to dramatic changes in context

- The EU-Turkey led to dramatic changes in refugee influx > affected grantee organizations’ Chromebook deployment plans

Data source: https://www.bpb.de/politik/innenpolitik/flucht/218788/zahlen-zu-asyl-in-deutschland#Registrierungen
Chromebook use in large Welcome Centers

- Language Learning
- Information research on
  - Asylum application process
  - Host country
  - Basic language learning
- (Re)Introducing kids to school routine

Erstaufnahmestelle Fürstenfeldbruck, Bavaria
Transition from emergency response to a programmatic response

• Change in which phase the refugees are within the integration process
• From arriving in large welcome centers to living in a small community
• Need from initial information and basic language skills to more specialized skills
Types of Chromebook locations (Feb 17; n=277)

- School or education facility: 36%
- Refugee group home: 21%
- Public library: 10%
- Youth centers: 12%
- Other: 6%
- Welcome center: 3%
- Community center or similar: 4%
- Youth migration facilities: 4%
- Guidance or information...: 3%
- Church facilities: 2%
Implementation challenges for grantees

• Connectivity: Establishing reliable and sufficiently strong Internet in new and more locations
• Resources: Mobilizing the human and financial resources to support many more, smaller, and program-oriented locations
• Privacy concerns and government regulations
Implementation challenges for NetHope

• Training many more location managers in Chromebook administration, troubleshooting, and cloud computing
• Overcoming adoption barriers to cloud computing
• Many grantees new to using computers in their work with refugees
• Meeting the needs of a very diverse user population in nationality, language, educational background, and technology experience, etc.
Grantees’ feedback on degree to which expectations for value of Chromebooks for their work with refugees have been met (Feb 17; n=38)

- Expectations perfectly met: 19%
- Expectations generally met: 49%
- Expectations somewhat met: 32%
Nutzungsintensität der Chromebooks (Feb 17; n=213)

Average Usage Intensity (NOT including outliers)

5 users per Chromebook per day

0.75 users per Chromebook per day

0.06 users per Chromebook per day
Learning German

- Association with more than 900 adult education in Germany
- Online language learning platform www.IWDL.de
- Managing government grant for 19 Mio Euro to scale language learning for refugees through blended learning efforts
Online Language Mentoring

Corporate Mentors (volunteers) help refugees learn German.

Unaccompanied Minors

Facilitated by

Corporate Mentors
Cisco Online Training

- Introductory courses
  - Get Connected,
  - Cybersecurity,
  - Internet of Things,

- Professional courses
  - IT Essentials, CCN
Users’ goals in using Chromebooks (Oct 16; n=64, mr)

**Goals when using Chromebook**

- **Education and Training**: 81%
- **Research (e.g.,)**: 25%
- **Employment**: 27%
- **Communication**: 30%
- **Other (e.g.,)**: 27%
Importance of Chromebook access for achievement of personal objectives Oct 16

How important is using the Chromebook for you...

- to communicate?
  - Not at all: 18%
  - Somewhat important: 59%
  - Extremely important: 24%

- for your research?
  - Not at all: 0%
  - Somewhat important: 77%
  - Extremely important: 23%

- for education and training?
  - Not at all: 10%
  - Somewhat important: 60%
  - Extremely important: 30%

- to find employment?
  - Not at all: 6%
  - Somewhat important: 71%
  - Extremely important: 24%

user reported: education n=50; employment n=17; communication n=17; research n=13
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Nethope.org/blog
Reconnect.nethope.org/news